	PUBLIC DISCLOSURE ON Q	(INFORMA	D QUALITATIVE PARAMET (TION AS AT 31st March 2)	TERS OF HEALTH SERVICES 024)	RENDERED			Aig
NAME OF THE INSURANCE COMPAN	Y TATE AND GENERAL INSURANCE COMPANY PAY LTD							M91 (01 104)
a. Specify in house claim settlement by 17A) as may be the case. (Note: Cuta shall be consolutated at (i) Validity of agreement with the 17	(i)f, data is in respect of in house claim setBernent[/ Specify name of the T insurer level in case of in house claim setBernents and at the level of the co N. from 64/mm/yapy to 44/mm/yapy		mer entered into service level e of services rendered by TPA		the health services rendered			
(i) Validity of agreement with the Ti	Some of Controlling Parks VIDIA March Assumback The PVT LTD	Effective Enter	Suity-Sale					
3 4	PARAMOUNT HEALTH SERVICES & DELEVANCE TPAPPT LTD GOOD HEALTH BRUINNANCE TPALHMITED, MONDON HEALTH INGURANCE TPAPROVATE LIMITED,	21-08-21 08-08-21 36-33-21	20 00 26 27 00 26 26 12 26					
4	GENNI NOLL NILIBATED,  NILIBANE INLIANACE THE PROVATE LIMITED  HANNY-HILLE THE AND INCLINENCE THE LTD  HEILTHADD LINEURING THE SERVICE PROVATE LIMITED	39-00-01 39-07-01 39-07-01 39-07-01 30-32-01 37-08-03	20-00-36 35-07-36 30-07-36 39-07-36 39-12-36 38-00-25					
1 10	HELTHIGOL INCLUDED THE SEVICE PRINTS CHATED LINK-KINESPACE THE PYT LTD VOLO HEALTH INSURANCE THE PYT, LTD (SUST WEST)	30-13-21 17-01-23	19-12-36 19-12-36 18-01-25					
13 12 28	MERTADI HELTY INDICANCE THE HIGHEST COMPED CHITCH PHALTY-CARE PRIESTS (MEMORITE THE PARAMETE (METE) (MEDIANCIA) MEDIANY PEATY INDICANCE THE LIGHTED, SECON ROMANACE THE PRINTE LTD	33-33-00 36-33-00	20-12-28 20-12-28					
14 15 16	MADIANALAN INGRANCE TRAPPLISTO MIDIANGET NIGHANCE TRAPPLISTO MIDIANGET NIGHANCE TRAPPLIST CHICTOD	ER-ER-21 18-ER-24	98-00-38 99-09-38 17-09-27					
	nvised in respect of which public disclosures are made TATA ANS GENERAL S	MINUMANCE CO LTD	Coveragest					
		2508 270823						
Description	ervised in respect of which public disclosures are made. PAMET HEALTH PLA Individual	Once	Gayerament					
Number of policies cervised Number of lives sentised		20130 20130	Speciment					
Description	ervised in respect of which public declinates are made MEST ASSET INDIA. Individual	Greep	Secretari					
Number of policies serviced Number of lives serviced	NA.		Sommen					
Sejor, Number of policies and lives of Description	endund in expect of which public discharges are made FERRANCONT NEXT.  Individual  Individual	Group 1171 11000						
Number of policies serviced  Number of lives serviced  Mrd. Number of policies and lives or	NA.	HUNCH PVT, UTD.						
Description Number of policies serviced Number of lives serviced	Individual NA	Group 738 205329	Severament					
Number of lives sentions b(w). Number of policies and lives o	NA.  And the second of which public disclosures are made MERCHA MERCINCA.	ME MENUCES (TPA)						
Description Number of policies serviced	tedividual SA NA	Group 235 16007	Soverenest					
b(vii). Number of policies and lives	serviced in respect of which public disclosures are made VEAS VEASTREARS	SHEVICES PVT. UTD						
Description Number of policies serviced Number of lives serviced	Individual NA	Group 172 7296	Coverances					
Mattel Street and continue and these	serviced in respect of which public disclosures are made ERCSON INSURAN	ICE TPA PVT LTD.						
Description Number of policies serviced Number of lives serviced	Individual NA	Group 61 67833	Sommen					
	ervised in respect of which public disclosures are made READINE HEALTH DE	SURVACE TPAPVT.	70.					
Description Number of policies serviced Number of tives serviced	Individual NA NA	Group SX 20070	Somment					
b(s). Number of policies and lives or	enviced in respect of which public disclosures are made ICEO HEALTH INSER-	NANCE TRA PVT. LTD						
Number of Just serviced Number of Ives serviced	MA.	21527	Soverment					
b(x). Number of policies and lives of Description	eruland in respect of which public disclosures are made SAFEWAY PRISONAN Individual	CE THE PUT UTD	Coveraged					
Description Number of policies serviced Number of lives serviced	MA MA	Group 200 23093	Coveraged					
b(xii). Number of policies and lives: Description	serviced in respect of which public disclosures are made GENESS DESS INSS. Individual	Group	Soverment					
Number of policies serviced Number of lives serviced		30 36290						
b(siii). Number of policies and lives Description	serviced in respect of which public disclosures are mode 5.003 HEALTH INS Individual	Group	Somment					
Description Number of policies serviced Number of lives serviced		2 125						
b(six). Number of policies and lives Description	serviced is respect of which guides disclosures are made MEDISSTEEL INS Individual SA SA	Group	Surveyment					
	no. NA. envised in expect of which public disclosures are made MEDLEVE HEALTHC	207						
Description Number of policies cervised Number of tives servised		Group 11 27238	Sommen					
		TPAPENSTE LINE	mo					
Description Number of policies serviced Number of lives serviced	Individual NA	Group J	Soverment					
Number of Ives sension	M.	ers.						
c. belomation with regards to the gr	ragraphical area in which contact are rendered by the Trito/Insurer (States	names Chibist nam	es shall be provided) in respe	nt of which public disclosures	are made.			
Sengstaphnal Area of services Rende 3r. No. 1	nd is respect of which public disclosure is made by the Insurer: TATA AND OIL Name of Made FAN India	Name of District PAN India	to into No of policies	No of tres				
1.50	nd is nespect of which public distribute is made by the tensors: FAMILY MER Science of State FAMI India	Name of District PAN India		No. of lows 203.627				
Geographical Area of services Bends Sr. No. 1	nd in respect of which public disclosure is made by the Insure (ARCE ASSIST Scare of State FAN India	MDM TRE PVT LTD Name of District PAN India	No of policies	No of lives 839.877				
Geographical Area of services Rends St. No. 1	and as respect of which public dischours is made by the IncursiFRAMMOUNT States of State FAN India	THERETH SERVICES Name of District PANISHES		No of lives 811.801				
			1.170					
		Name of District PRN toda		No. of lows				
Geographical Area of services Rends Sr. No. 1	nd is respect of which public disclosure is made by the tenurer MCRISTANIA Name of State FAN India	Name of District PAN India	Nu of policies	No of lives 201.807				
		Name of District PAN toda	No of policies	No of lives 72,086				
			_					
1	od in respect of which public distributes is made by the tenure 1890/1903/190 Source of State PASS India.	Name of District PANYARA	4	No.of lives 47,633				
Geographical Area of services Revolu- Sr No. 1	nd in respect of which public disclosure is made by the Insurer SECENA HEA Name of Male FAN India	Name of Didnot PAN India	No of policies	No of lives 20,000				
Geographical Area of services Rende Sr. No. 1	not as neglect of which public dischours is made by the IncursiviCudHSNLT Name of State FAN India	Name of District	Na of policies	No of lives 21,927				
		SUBANCE TPA PVT U	.10					
1				No.of lives 20,285				
31.50	of in respect of which public disclosure is made by the insurer GRINDS INCO Scane of Mate FINI India	Name of District PANIONS	No of policies	No. of lows 26,250				
Geographical Area of services Rende St. No.	not in respect of which public disclosure is made by the insurer GDGC HSALT State of 15bb FANCINGS	Name of District PAN India	Nu of policies	No. of lives				
Sengraphical Area of services Rends 31 No.	FANCINGUE.  THE CONTROL OF WHICH BANGES AND	Name of Divisor	PROVATE LANGUAGE No. of publishes					
1 Description from all services freedo	T-MX India  only in respect of which suddy disclosure is made by the insurer MEDAVE HI	PANISHA NUTHERANI TPA LTD		No.of lives 207				
10.70s. 1	of in respect of which public disclosure is made by the insurer MIDMAN HI Scane of State FAN India	Name of Didnot PAN India	No of policies 52	No.of lives 27,238				
Geographical Area of services Rends St. No.	nd is respect of which public disclosure is made by the Insurer IITEC 4 INSUR Name of State FANCIndia	NAMES THE PROVINCE Name of District PAN India	to of policies	No of twee				
d. Data of number of claims process Description	NI .		In house	TPA	Crond Total			
() Outstanding number of claims at 1 (i) Number of claims reserved during (ii) Number of claims paid during the	the beginning of the year (the year If year (debug his specify Xin bendera) (the year (debug specify Xin bendera) (the year)		10 house 9138 187,817 169,667 60,606 7,662	77A 4,041 207,617 200,605 21,428 9,295	Goard Salat 11,349 69,234 613,992 80,235 34,387			
in) Number of Claims republished do y) Number of slaims outstanding at: TPA wise claims details	ong the year (, does to specify 3.16 Anatheria) and of the year This wise classes, details		782	128	34,387			
	s claims (in respect of number of claims ):							
This wise TET for severally and discharge								
f. Turn around time in case of payme	ont/repudation of claims:							
(Ageing of payment of claims)					Acc.	**		
Description (to be enclosed from the date of receipt of last measure discovered). Within I meanth between I/A menths. Between I/A menths. More the L menths.	Number of claims	percentage	Number of claims	pecentage	Number of claims	percentage	Number of claims	pessetage
Within I months between 1.2 months between 100 t months	1022	300%	300172	100.00N			6530	200%
More than Empeths Total	enu.	300.00N	164172	100.00N			61390	200%
TPA wise paid ageing: o(Ageing of Repudation of claims	Service & TTS with history Trial							
Origining of Repubblish of Claims: Description (to be exclaimed from the data of receipt of fast Willin I mentils Belance 1-1 months Belance 150 6 months Mare the 6 months Tatal	Individual Number of claims 227 M	percentage 99.12% 0.88%	Number of claims 875-80 106	pessentage 99.62N 0.39N	Sovernm Number of claims	percentage	Number of Claims 1982s 388	percentage 35,625
between 1-2 months between 2 to 5 months More than 6 months	3736 203						100	0.MN
	225 M TPS. wise ageing repudation	300,00%	1700	200,00N			60226	100.00%
g. Data of givenances received again.  This wine distresses data justice shee	II the 19%							
	-							



TPA Name	Inhouse	Family Health Plan Insurance TPA Limited	Paramount Health Services & Insurance TPA Private Limited	Health India Insurance TPA Services Private Limited	Medi Assist Insurance TPA Private Limited
Description	No. of claims	No. of claims	No. of claims	No. of claims	No. of claims
i) Outstanding number of claims at the beginning of the year	9128	1527	708	291	849
ii) Number of claims received during the year	187317	20323	32915	10129	220257
iii) Number of claims paid during the year (also to specify % in brackets)	148347	17978	28558	8906	205773
iv) Number of Claims repudiated during the year ( also to specify % in brackets)	40606	3159	4298	1099	8825
v) Number of claims outstanding at end of the year	7492	713	767	415	6508

TPA Name	Inhouse	Vipul Medcorp Insurance TPA Private Limited	Vidal Health Insurance TPA Private Limited	Raksha Health Insurance TPA Private Limited	Medsave Health Insurance TPA Limited
Description	No. of claims	No. of claims	No. of claims	No. of claims	No. of claims
i) Outstanding number of claims at the beginning of the year	9128	20	244	90	30
ii) Number of claims received during the year	187317	39	8019	3519	2434
iii) Number of claims paid during the year (also to specify % in brackets)	148347	53	7341	3219	1972
iv) Number of Claims repudiated during the year ( also to specify % in brackets)	40606	6	672	232	360
v) Number of claims outstanding at end of the year	7492	0	250	158	132

TPA Name	Inhouse	MDIndia Health Insurance TPA Private Limited	Medvantage Insurance TPA Private Limited	Ericson Insurance TPA Private Limited	Genins India Insurance TPA Limited
Description	No. of claims	No. of claims	No. of claims	No. of claims	No. of claims
i) Outstanding number of claims at the beginning of the year	9128	180	5	14	7
ii) Number of claims received during the year	187317	4972	48	1276	822
iii) Number of claims paid during the year (also to specify % in brackets)	148347	4551	50	1119	671
iv) Number of Claims repudiated during the year ( also to specify % in brackets)	40606	471	2	156	96
v) Number of claims outstanding at end of the year	7492	130	1	15	62

TPA Name	Inhouse	Good Health Insurance TPA Limited	Volo Health Insurance TPA Private Limited	Safeway Insurance TPA Private Limited	Link K Insurance TPA Private Limited
Description	No. of claims	No. of claims	No. of claims	No. of claims	No. of claims
i) Outstanding number of claims at the beginning of the year	9128	8	37	31	0
ii) Number of claims received during the year	187317	27	1796	1335	6
iii) Number of claims paid during the year (also to specify % in brackets)	148347	34	1625	1191	4
iv) Number of Claims repudiated during the year ( also to specify % in brackets)	40606	1	113	128	0
v) Number of claims outstanding at end of the year	7492	0	95	47	2



	TPA Name	Volo Health Insurance	e TPA Private Limited	Ericson Insurance	TPA Private Limited	Family Health Plan In	surance TPA Limited	Family Health Plan II	surance TPA Limited
		Group pol	icies (in %)	Group pol	icies (in %)	Individual po	licies (in %)	Group policies (in %)	
Sr. no.	Description	TAT for pre-auth	TAT for Discharge	TAT for Pre-auth TAT for Discharge		TAT for Pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge
1	Within <1 hour	63%	69%	100%	100%	55%	41%	59%	55%
2	Within 1-2 hours	26%	21%	0%	0%	45%	59%	41%	45%
3	Within 2-6 hours	8%	10%	0%	0%	0%	0%	0%	0%
4	Within 6-12 hours	2%	0%	0%	0%	0%	0%	0%	0%
5	Within 12-24 hours	1%	0%	0%	0%	0%	0%	0%	0%
6	> 24 hours	0%	0%	0%	0%	0%	0%	0%	0%
Total	Total	100%	100%	100% 100%		100%	100%	100%	100%

	TPA Name	Genins India Insu	rance TPA Limited	Good Health Insu	rance TPA Limited	Health India Insurance TPA	Services Private Limited	MDIndia Health Insura	nce TPA Private Limited
		Group pol	licies (in %)	Group policies (in %)		Group polic	cies (in %)	Group policies (in %)	
Sr. no.	. Description	TAT for Pre-auth	TAT for Discharge	TAT for pre-auth TAT for Discharge		TAT for Pre-auth	TAT for Discharge	TAT for pre-auth	TAT for discherge
1	Within <1 hour	91%	96%	71%	76%	89%	65%	97%	97%
2	Within 1-2 hours	6%	3%	29%	24%	9%	27%	3%	3%
3	Within 2-6 hours	3%	1%	0%	0%	2%	8%	0%	0%
4	Within 6-12 hours	0%	0%	0%	0%	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%	0%	0%	0%	0%
6	> 24 hours	0%	0%	0% 0%		0%	0%	0%	0%
Total	Total	100%	100%	100%			100%	100%	100%

	TPA Name	Medi Assist Insuranc	e TPA Private Limited	Medsave Health In:	surance TPA Limited	Paramount Health Services	& Insurance TPA Private	Raksha Health Insurar	nce TPA Private Limited
		Group pol	icies (in %)	Group pol	icies (in %)	Group polic	cies (in %)	Group policies (in %)	
Sr. no.	Description	TAT for pre-auth	TAT for Discharge	TAT for Pre-auth TAT for Discharge		TAT for Pre-Auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge
1	Within <1 hour	90%	80%	94%	91%	88%	69%	98%	93%
2	Within 1-2 hours	8%	15%	5%	8%	11%	27%	1%	6%
3	Within 2-6 hours	2%	4%	1%	1%	1%	4%	1%	1%
4	Within 6-12 hours	0%	1%	0%	0%	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%	0%	0%	0%	0%
6	> 24 hours	0%	0%	0%	0%	0%	0%	0%	0%
Total	Total	100%	100%	100% 100%		100%	100%	100%	100%

	TPA Name	Safeway Insurance	TPA Private Limited	Medvantage Insurance	ce TPA Private Limited	Vidal Health Insurance	TPA Private Limited	Vipul Medcorp Insurar	nce TPA Private Limited	Link K Insurance T	TPA Private Limited
		Group pol	licies (in %)	Group pol	Group policies (in %)		Group policies (in %)		Group policies (in %)		licies (in %)
Sr. no.	Description	TAT for pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge	TAT for Pre-auth	TAT for Discharge	TAT for pre-auth	TAT for Discharge	TAT for pre-auth**	TAT for Discharge***
1	Within <1 hour	100%	100%	87%	92%	77%	67%	67%	0%	100%	67%
2	Within 1-2 hours	0%	0%	13%	8%	14%	19%	17%	0%	0%	33%
3	Within 2-6 hours	0%	0%	0%	0%	9%	14%	16%	0%	0%	0%
4	Within 6-12 hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
5	Within 12-24 hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
6	> 24 hours	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	Total	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%

## f. i) TPA wise paid ageing:



In- House

	Indi	Individual		oup	Gove	rnment	T	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	87012	100%	61335	100%	1	-	148347	100%
between 1-3 months	1	1	-	-	•	-	1	-
between 3 to 6 months	ı	ı	1	-	ı	-	1	-
More than 6 months	-	-	-	-	-	-	-	-
Total	87012	100%	61335	100%	•	-	148347	100%

#### **TPA** wise

## 1. Family Health Plan Insurance TPA Limited

	Indi	Individual		oup	Gove	rnment	Т	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	10	100%	17968	100%	-	-	17978	100%
between 1-3 months	1	-	-	-	-	-	1	-
between 3 to 6 months	1	-	-	-	-	-	1	-
More than 6 months		-	-	-	-	-		-
Total	10	100%	17968	100%	-	-	17978	100%

## 2. Paramount Health Services & Insurance TPA Private Limited

	Individual		Group		Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number	percentage	Number	percentage	Number	
document)	of claims	percentage	of claims		of claims		of claims	percentage
Within 1 months	0	0%	28558	100%	-	-	28558	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	28558	100%	-	-	28558	100%

# 3. Medi Assist Insurance TPA Private Limited

	Individual		Gı	oup	Gove	rnment	Т	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	205773	100%	-	-	205773	100%
between 1-3 months	1	-	ı	ı	-	-	ı	-
between 3 to 6 months	-	-	ı	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	205773	100%	-	-	205773	100%

#### 4. Health India Insurance TPA Services Private Limited

	Individual		Gı	oup	Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	percentage	Number	percentage	Number	percentage	Number	percentage
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	8906	100%	-	-	8906	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	8906	100%	-	-	8906	100%

## 5. Vipul Medcorp Insurance TPA Private Limited

	Individual		Gı	oup	Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage		percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	53	100%	-	-	53	100%
between 1-3 months	-	-	-	-	-	-	1	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	53	100%	-	-	53	100%

## 6. Vidal Health Insurance TPA Private Limited

	Individual		Gı	oup	Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	7341	100%	-	-	7341	100%
between 1-3 months	ı	-	ı	-	-	-	ı	-
between 3 to 6 months	ı	-	ı	-	-	-	ı	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	7341	100%	-	-	7341	100%

## 7.Raksha Health Insurance TPA Private Limited

	Individual		Gı	oup	Gove	Government Tota		
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	3219	100%	-	-	3219	100%
between 1-3 months	ı	-	-	-	-	-	ı	-
between 3 to 6 months	-	-	-	-	-	-	1	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	3219	100%	-	-	3219	100%

## 8. Medsave Health Insurance TPA Limited

	Individual		Gı	oup	Gove	rnment	Т	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	1972	100%	-	-	1972	100%
between 1-3 months	ı	-	-	-	-	-	ı	-
between 3 to 6 months	1	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	1972	100%	-	-	1972	100%

## 9. MDIndia Health Insurance TPA Private Limited

	Individual		Gı	oup	Gove	rnment	Total	
Description (to be reckoned from the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	4551	100%	-	-	4551	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	4551	100%	-	-	4551	100%

## 10. Medvantage Insurance TPA Private Limited

	Individual		Gı	oup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	50	100%	-	-	50	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-		-	-	-	-	-
Total	-	-	50	100%	-	-	50	100%

## 11. Ericson Insurance TPA Private Limited

	Individual		Gı	oup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	nercentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	1119	100%	-	-	1119	100%
between 1-3 months	ı	-	ı	-	-	-	ı	-
between 3 to 6 months	ı	-	ı	-	-	-	ı	-
More than 6 months	ı	-	ı	-	-	-	ı	-
Total	-	-	1119	100%	-	-	1119	100%

## 12. Genins India Insurance TPA Ltd

	Individual		Gı	oup	Gove	rnment	Т	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	671	100%	-	-	671	100%
between 1-3 months	ı	-	-	-	-	-	ı	-
between 3 to 6 months	1	-	-	-	-	-	1	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	671	100%	-	-	671	100%

## 13. Good Health Insurance TPA Limited

	Individual		Gı	oup	Gove	rnment	T	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	34	100%	-	-	34	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	1	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	34	100%	-	-	34	100%

## 14. Volo Health Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	norcontago	Number	norcontago	Number	norcontago	Number	norcontago
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	1625	100%	-	-	1625	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	1625	100%	-	-	1625	100%

## 15. Safeway Insurance TPA Private Limited

	Individual		Gr	oup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	0	0%	1191	100%	-	-	1191	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	1191	100%	-	-	1191	100%

## 16. Link K Insurance TPA Private Limited

	Indi	Individual		oup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	0	0%	4	100%	1	-	4	100%
between 1-3 months	-	-	-	-	-	-	-	-
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	4	100%		-	4	100%

## f. ii) TPA wise repudiation ageing:



In- House

	Indi	vidual	G	roup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number	**********	Number		Number	
document)	of claims	percentage						
Within 1 months	22726	99%	17596	100%	-	-	40322	99%
between 1-3 months	200	1%	84	0%	ı	-	284	1%
between 3 to 6 months	-	-	1	=	-	-	-	-
More than 6 months	1	-	1	-	1	-	1	ı
Total	22926	100%	17680	100%	-	-	40606	100%

## **TPA** wise

## 1. Family Health Plan Insurance TPA Limited

	Indi	Individual		roup	Gove	rnment	Te	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	noveontess	Number		Number	noveentees	Number	
document)	of claims	percentage						
Within 1 months	10	83%	3147	100%	1	-	3157	100%
between 1-3 months	2	17%	0	0%	1	-	2	0%
between 3 to 6 months	-	-	1	-	ı	-	-	-
More than 6 months	1	-	1	ı	1	-	-	-
Total	12	100%	3147	100%	-	-	3159	100%

## 2. Paramount Health Services & Insurance TPA Private Limited

	Indi	Individual		roup	Gove	rnment	T	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	-	-	4298	100%	-	-	4298	100%
between 1-3 months	1	-	0	0%	ı	-	0	0%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	4298	100%	-	-	4298	100%

# 3. Medi Assist Insurance TPA Private Limited

	Indi	Individual		roup	Gove	rnment	T	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	-	-	8772	99%	-	-	8772	99%
between 1-3 months	-	-	53	1%	-	-	53	1%
between 3 to 6 months	-	-	-	-	-	-	-	-
More than 6 months	-	-	-	=	-	-	-	-
Total	-	-	8825	100%	-	_	8825	100%

## 4. Health India Insurance TPA Services Private Limited

	Indi	vidual	G	roup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	-	-	1098	100%	-	-	1098	100%
between 1-3 months	-	-	1	0%	-	-	1	0%
between 3 to 6 months	-	-	-	=	-	-	-	=
More than 6 months	-	-	-	=	-	-	-	-
Total	-	-	1099	100%	-	-	1099	100%

# 5. Vipul Medcorp Insurance TPA Private Limited

	Individual		G	roup	Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	percentage	Number	percentage	Number	percentage	Number	percentage
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	-	-	6	100%	-	-	6	100%
between 1-3 months	1	-	0	0%	-	-	0	0%
between 3 to 6 months	1	1	1	ı	ı	-	1	-
More than 6 months	-	-	-	- 1	-	-	-	-
Total	-	-	6	100%	-	-	6	100%

## 6. Vidal Health Insurance TPA Private Limited

	Indi	Individual		roup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number	**********	Number		Number	
document)	of claims	percentage						
Within 1 months	1	-	672	100%	-	-	672	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	=	-	-	-	=
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	672	100%	=	-	672	100%

## 7. Raksha Health Insurance TPA Private Limited

	Indi	Individual		roup	Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	norcontago	Number	norcontago	Number	norcontago	Number	norcontago
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	1	1	232	100%	1	-	232	100%
between 1-3 months	1	-	0	0%	1	-	0	0%
between 3 to 6 months	1	ı	1	-	ı	-	1	ı
More than 6 months	-	-	-	=	=	-	-	-
Total	-	-	232	100%	-	-	232	100%

## 8. Medsave Health Insurance TPA Limited

	Indi	vidual	G	roup	Gove	rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage						
Within 1 months	-	-	356	99%	-	-	356	99%
between 1-3 months	-	-	4	1%	-	-	4	1%
between 3 to 6 months	-	-	-	=	-	-	-	-
More than 6 months	-	-	1	-	1	-	-	-
Total	-	_	360	100%	=	-	360	100%

## 9. MDIndia Health Insurance TPA Private Limited

	Individual		G	roup	Gove	rnment	T	otal
Description (to be reckoned from								
the date of receipt of last necessary	Number	percentage	Number	norcontago	Number	percentage	Number	norcontago
document)	of claims	percentage	of claims	percentage	of claims	percentage	of claims	percentage
Within 1 months	1	1	471	100%	ı	-	471	100%
between 1-3 months	1	1	0	0%	1	-	0	0%
between 3 to 6 months	1	1	1	ı	ı	-	1	-
More than 6 months	-	-	-	- 1	-	-	-	-
Total	-	-	471	100%	-	-	471	100%

## 10. Medvantage Insurance TPA Private Limited

	Individual		G	Group Gove		rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	ge of claims percentage o	of claims	percentage	of claims	percentage	
Within 1 months	-	-	2	100%	-	-	2	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	=	-	-	-	-
More than 6 months	-	-	-	=	-	-	-	-
Total	-	-	2	100%	=	-	2	100%

#### 11. Ericson Insurance TPA Private Limited

	Indi	Individual		Group		Government		Total	
Description (to be reckoned from									
the date of receipt of last necessary	Number	mber percentage I	Number of claims percentage	norcontago	Number of claims	percentage	Number	percentage	
document)	of claims per	percentage		percentage		percentage	of claims	percentage	
Within 1 months	1	1	154	99%	ı	-	154	99%	
between 1-3 months	1	-	2	1%	1	-	2	1%	
between 3 to 6 months	1	ı	1	ı	ı	-	1	-	
More than 6 months	-	-	-	- 1	=	-	-	-	
Total	-	ı	156	100%	1	-	156	100%	

## 12. Genins India Insurance TPA Ltd

	Individual		G	Group Gove		rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	entage of claims percentage	of claims	percentage	of claims	percentage	
Within 1 months	-	-	96	100%	-	-	96	100%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	-	-	-	=	-	-	-	=
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	96	100%	-	-	96	100%

#### 13. Good Health Insurance TPA Limited

	Indi	vidual	G	Group		Government		otal
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	percentage
document)	of claims	percentage	of claims	percentage	of claims perce	percentage	of claims	
Within 1 months	-	-	1	100%	-	-	1	100%
between 1-3 months	1	1	0	0%	ı	-	0	0%
between 3 to 6 months	-	-	-	=	-	-	-	=
More than 6 months	-	-	1	-	-	-	1	-
Total	-	-	1	100%	-	-	1	100%

## 14. Volo Health Insurance TPA Private Limited

	Indi	ividual Group		roup	Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	percentage Number of claims	Number		Number	Number	percentage	
document)	of claims		percentage	of claims	percentage	of claims		
Within 1 months	-	-	111	98%	-	-	111	98%
between 1-3 months	1	-	2	2%	-	-	2	2%
between 3 to 6 months	-	-	-	=	-	-	-	-
More than 6 months	-	-	-	=	-	-	-	-
Total	-	-	113	100%	-	-	113	100%

# 15. Safeway Insurance TPA Private Limited

	Indi	vidual	Group		Government		Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number		Number		Number		Number	
document)	of claims	percentage	age of claims percentage of c	of claims	percentage	of claims	percentage	
Within 1 months	-	-	128	100%	-	-	128	100%
between 1-3 months	-	=	0	0%	-	-	0	0%
between 3 to 6 months	1	-	1	ı	1	-	1	-
More than 6 months	-	-	-	- 1	=	-	-	-
Total	-	-	128	100%	-	-	128	100%

## 15. Link K Insurance TPA Private Limited

	Indi	Individual		Group Go		rnment	Total	
Description (to be reckoned from								
the date of receipt of last necessary	Number	Number norcentage N	Number	Number of claims percentage Number of claims	Number	Number		
document)	of claims	percentage	of claims		percentage	of claims	percentage	
Within 1 months	-	-	0	0%	-	-	0	0%
between 1-3 months	-	-	0	0%	-	-	0	0%
between 3 to 6 months	1	-	1	ı	1	-	-	-
More than 6 months	-	-	-	-	-	-	-	-
Total	-	-	0	0%	-	-	0	0%



	TPA name	Volo Health Insurance TPA Private Limited	Ericson Insurance TPA Private Limited	Family Health Plan Insurance TPA Limited	Genins India Insurance TPA Limited
Sr. no.	Description	No. of grievances	No. of grievances	No. of grievances	No. of grievances
1	Grievances Outstanding at the beginning of the year	0	0	2	0
2	Grievances received during the year	1	0	3	0
3	Grievances resolved during the year	1	0	5	0
4	Grievances Outstanding at the end of the year	0	0	0	0

	TPA name	Good Health Insurance TPA Limited	Health India Insurance TPA Services Private Limited	MDIndia Health Insurance TPA Private Limited	Medi Assist Insurance TPA Private Limited
Sr. no.	Description	No. of Grievances	No. of grievances	No. of Grievances	No. of Grievances
1	Grievances Outstanding at the beginning of the year	0	0	0	0
2	Grievances received during the year	0	3	1	9
3	Grievances resolved during the year	0	3	1	9
4	Grievances Outstanding at the end of the year	0	0	0	0

	TPA name	Medsave Health Insurance TPA Limited	Paramount Health Services & Insurance TPA Private Limited	Raksha Health Insurance TPA Private Limited	Safeway Insurance TPA Private Limited
Sr. no.	Description	No. of grievances	No. of Grievances	No. of grievances	No. of grievances
1	Grievances Outstanding at the beginning of the year	0	0	0	0
2	Grievances received during the year	1	23	0	0
3	Grievances resolved during the year	1	23	0	0
4	Grievances Outstanding at the end of the year	0	0	0	0

	TPA name	Medvantage Insurance TPA Private Limited	Vidal Health Insurance TPA Private Limited	Vipul Medcorp Insurance TPA Private Limited	Link K Insurance TPA Private Limited
Sr. no.	Description	No. of Grievances	No. of grievances	No. of Grievances	No. of Grievances
1	Grievances Outstanding at the beginning of the year	0	0	0	0
2	Grievances received during the year	0	0	0	0
3	Grievances resolved during the year	0	0	0	0
4	Grievances Outstanding at the end of the year	0	0	0	0